

## **Appendix**

---

### **General Information**

#### **Headquarters New Employee Orientation Website**

<http://newemployee.hq.nasa.gov/>

To view the 12 minute short version of this orientation click on “Quick Tour”

### **NASA Ombuds Program**

On January 7, 2004, the NASA Ombuds Program was established to provide the workforce with a confidential, supplemental channel to communicate critical issues and concerns that could impact safety, organizational performance, or mission success. This program demonstrates NASA's efforts to respond to issues in an appropriate, timely, and impartial manner. The Ombuds for HQ is Olga M. Dominguez; issues may be reported to her at [mailto:ombuds\\_hq@nasa.gov](mailto:ombuds_hq@nasa.gov) or 358-0108. For details, about the Ombuds Program, call 358-2800.

### **Health Center**

NASA Headquarters has a health center located on the concourse level Room CL78 at the west end of the building. Regular hours are 8:30 AM to 3:30 PM. NASA provides this facility for employees that become ill during work hours and they also provide health physicals for all employees once per year.

### **NASA Post Office**

There is a mini post office open from 11:00AM to 2:00PM to assist with your mailing needs. It is located in the West Lobby very close to the NASA Credit Union.

### **NASA Credit Union**

A full service credit union is available on site in the West Lobby and is open for business from 8:30 AM to 3:30 PM

### **Employee Store**

Located in the West Lobby for small gifts, NASA clothes and hats, greeting cards, and is open from 7:30 AM to 4:00 PM Monday-Thursday, 8:30 AM to 4:00 PM Friday and Closed on Friday's from 1:00 PM to 2:00 PM.

## **NASA Library**

Located on the first floor near the West Lobby (room 1J20), the library has a wealth of specialized information on space, science, engineering and NASA. The facility has specialized periodicals, journals and on line searchable databases.

## **Information Center**

Located in 1H23, this facility has a selection of NASA brochures and where visitors can get information on NASA Centers and missions.

## **Fitness Facility**

NASA HQ provides supervised exercise programs and rehabilitative therapy for NASA Civil Service employees. The NASA medical physician must approve all employees before they may use the facility.

## **Training Procedures**

### **Enrolling in a Class**

- **Enrolling in a Headquarters On-Site Class**  
To enroll in most training classes held at Headquarters, Headquarters employees should complete an [NHQ Form 228](#), Application for In-House Training.
- Once completed and approved by your supervisor, submit form to Code R training contact, Dolores McClung.
- **Enrolling in an Off-Site Training Courses**  
To enroll in an off-site course normally covered by your Code training allocation, use [NHQ Form 56](#), Request Authorization, Agreement and Certification of Training.
- The employee must complete the form and attach background information regarding the course (including telephone and facsimile numbers of the vendor.
- The Division Directors must sign for all off-site training and once approved , submit the form to Dolores McClung.
- Upon notification of approval of training request by GSFC Training, Dolores will forward a copy of the approved form along with a Code R Training Assessment Form to the employee. With advanced notice, the GSFC Training Office registers the employee for the training session. Otherwise, the employee is required to use personal funding to register for the class. In these cases, the employee must receive proof of registration in order to be reimbursed.

### **In House Training**

Consists of courses “internal” to the Headquarters Training Office. There is “no cost” associated with these courses and are open to permanently assigned NASA Civil Servants, and where applicable, to contractors.

- The employee must receive approval for attendance from the Division Director.
- The employee must complete and sign the “in house “ training form [NHQ Form 228](#).
- Submit completed form to Dolores McClung for final processing.

**NOTE: It is the responsibility of the employee to notify the Dolores that he/she must withdraw from the training session. She will then contact the GSFC Training Office to complete the appropriate paperwork.**

### **HQ Employees Enrolling in GSFC On-Site Courses**

Many of the GSFC on-site courses are open to HQ employees. See the [GSFC section](#) of this publication for course information. The GSFC on-site courses not open to HQ employees are marked accordingly. For HQ employees to sign up for these courses, use the following procedures:

- Use [NHQ Form 56](#) to request attendance at a GSFC on-site course.
- Fill out the form and route it through your management and Code Training Contact.

### **Mandatory ISO Training**

All new employees are required to take the core training on ISO within 90 days of their assignment.

<http://hqiso9000.hq.nasa.gov/project.htm> is the ISO Project Office Home Page and provides all documents within the system.

[http://nodis3.gsfc.nasa.gov/hq\\_list.cfm](http://nodis3.gsfc.nasa.gov/hq_list.cfm) is the link for the HQ. Quality System Manual and provides all the Headquarters Office Work Instructions (HOWI’S).

Most beneficial form of training is to take the SOLAR Web Based training for ISO. A password is required and the Code R Administrative Officer will help to obtain this for you. SOLAR website is

<https://solar.msfc.nasa.gov/solar/delivery/public/html/newindex.htm>.

## Required Voice Mail Training

The Telecommunications System (including OCTel Voice Messaging System) was designated part of the HQ Critical Infrastructure. It is mandatory that all new users attend a voice Mail Training Class. This class is about 45 minutes long and is held every Thursday at 10:30 AM in room 3Q53. New users will not be issued access to the voice mail features of the phone system until they attend this training class.

## NASA HQ Telephone Quick Reference Guide

- **Transfer** Press Transfer, Dial 7 digit Number, Press Transfer
- 
- **Hold** Press Hold to Activate, Press Line Appearance to Retrieve
- 
- **Conference** Make 1<sup>st</sup> Call, Press Conference, Make 2<sup>nd</sup> Call, Press  
Conference, repeat to add parties
- **Speaker** Press Speaker to Activate, Press Speaker again to hang up  
Handset to have a private conversation. Only the 6508 has  
full way speakerphone capacity.
- **Call Pick UP** Press CPU to pick up a ringing phone within your call group.
- **Memory Dial** To Program:  
  
Press Program  
For call outside HQ buildings – Press 9, Press hold/Pause key:  
Enter number  
  
To Dial:  
  
Press Memory  
Enter Access Code or Press button assigned to Access Code
- **Redial** Press Redial Button to redial last number dialed.
- **Call FWD** Lift Handset- Dial \*723  
Enter 7 digit number where calls are to be forwarded  
Press CF\_V Button  
Press CF-V to Cancel
- **Exclusion** Press Excel Button any time during a call to disallow others on you  
line while it is in use.

## Emergency Closure or Dismissal Procedures

---

In preparation for the upcoming winter months, we are issuing the following guidelines authorized by the Office of Personnel Management (OPM) concerning dismissals and leave usage during emergency situations, such as snow emergencies, severe icing conditions, and other hazardous weather/environmental conditions. These procedures cover NASA Headquarters and other executive agencies inside the Washington Capital Beltway.

Although these procedures are used most frequently during the winter months when we are experiencing hazardous weather conditions, they are also applicable to other emergency situations such as natural disasters, power failures, floods, interruptions of public transportation, etc., in which significant numbers of employees are prevented from reporting for work on time or which require agencies to close all or part of their activities. During emergency situations, the Office of Personnel Management will make a decision on whether to curtail Federal operations. OPM bases its dismissal decisions on the need to keep Federal operations functioning as normally as possible while demonstrating concern for the safety of Federal employees. These decisions are disseminated through agency personnel offices and/or local news media. Please review the enclosed information, so that you will be aware of official procedures to follow during emergency situations.

### **1. Emergencies Before the Workday Begins:**

Depending on the circumstances, OPM generally makes one of the following announcements to local news media when hazardous weather conditions or other emergency situations exist before the workday begins (usually around 6:00 a.m.):

- **"Federal agencies are OPEN; employees are expected to report to work on time."** (Means NASA Headquarters will open on time, and employees are expected to report for work as scheduled.)
- **"Federal agencies are operating under an UNSCHEDULED LEAVE policy; employees may take leave without prior approval."** (Means NASA Headquarters will open on time, but employees not designated as "emergency employees" may take annual leave, accrued compensatory time, or leave without pay (LWOP) without the prior approval of their supervisors. Employees must inform their supervisors they will not be coming to work and what type of leave they will be taking).
- **"Federal agencies are operating under an ADJUSTED HOME DEPARTURE policy. Employees are requested to leave home ## hours later than their normal departure time."** (Means NASA Headquarters will open on time, but employees not designated as "emergency employees" should adjust their normal home departure time consistent with the announcement, and non-emergency employees who arrive late will be excused without loss of pay or charge to leave. For example, if an employee normally leaves for work at 7:00 a.m. and is directed to delay departure for 2 hours, he or she would not leave for work until 9:00 a.m. The employee would be granted excused absence from the time he or she normally arrives at work until the time he or she actually arrives at

work. Employees designated as "emergency employees" are expected to report for work on time.)

- **"Federal agencies are operating under an ADJUSTED HOME DEPARTURE/ UNSCHEDULED LEAVE policy. Employees are requested to leave home ## hours later than their normal departure time, and employees may take leave without prior approval."** (Means NASA Headquarters will open on time, but employees not designated as "emergency employees" should adjust their normal home departure time consistent with the announcement. Non-emergency employees who arrive late will be excused without loss of pay or charge to leave, and employees not designated as "emergency employees" may take annual leave, accrued compensatory time, or LWOP without the prior approval of their supervisors. Employees must inform their supervisors of their intentions, and should let their supervisors know if they plan to take annual leave, accrued compensatory time, or LWOP. Employees designated as "emergency employees" are expected to report for work on time.)
- **"Federal agencies are CLOSED."** (Means NASA Headquarters is closed; employees not designated as "emergency employees" are excused from duty without loss of pay or charge to leave. Employees designated as "emergency employees" are expected to report for work on time.)

If it is announced that the Federal Government is open, but employees are unavoidably delayed in arriving for work, supervisors may grant a reasonable amount of excused absence to those employees. In determining the amount of excused absence to grant, supervisors should consider such factors as distance, availability and mode of transportation, and the success of other employees in similar situations.

Workdays on which the Federal Government is closed are non-workdays for leave purposes. Because leave cannot be charged for non-workdays (5 U.S.C. 6302(a)), employees who are on approved leave before the closure also must be granted excused absence. (Note: This does not apply to employees on LWOP, on military leave, on suspension, or in a non-pay status on the workday before and after the closure. These employees are not entitled to excused absence and should remain in their current status.)

An employee on an alternative work schedule (AWS) whose AWS day off is the same workday on which NASA Headquarters is closed is not entitled to another AWS day off "in lieu of" the workday on which NASA Headquarters was closed. Furthermore, there is no basis for a supervisor to grant an excused absence to such an employee on the AWS day off.

Supervisors should be flexible in approving leave when an employee is faced with a special family situation (e.g., when employees are expected to report for work but the schools open late or are closed).

## **2. Emergencies During Normal Work Hours:**

When the Headquarters Human Resources Management Division, Code CP, receives word that the Federal Government is being dismissed early, Headquarters Offices will be notified and an announcement will be put on the Voice Messaging System (VSM). The type of leave situation in effect during the emergency situation will be communicated to the Offices by the Headquarters Human Resources Management Division.

In general, when an "adjusted work dismissal" is authorized by OPM, employees will be dismissed relative to their normal departure times from work. For example, if a 3-hour early dismissal is announced as a result of inclement weather, workers who normally leave work at 5:00 p.m. would be authorized to leave at 2:00 p.m. Workers who normally leave at 6:00 p.m. would be authorized to leave at 3:00 p.m. Supervisors should exempt individual employees from authorized dismissal times under this policy only to avoid hardships (e.g., when younger children are released early from school and no alternative forms of child care are available to the employee). When individual employees are exempted from authorized dismissal times, no leave should be charged to the employee. Whether supervisors charge leave or grant excused absence when an emergency develops during normal work hours depends upon whether the employee is on duty, scheduled to report for work, or on leave at the time of dismissal.

- Supervisors should not charge leave, but grant excused absence, for employees on duty at the time an "adjusted work dismissal" policy is officially announced. An excused absence is appropriate for the remainder of the workday following the employee's authorized time of dismissal even if the employee is scheduled to take leave later in the day.
- When an employee leaves after receiving official word of the pending dismissal but before the time set for his or her authorized dismissal (with supervisory approval) in a situation not involving a hardship, the supervisor may charge leave for the period remaining before the employee's authorized departure time. When an employee leaves before official word of the "adjusted work dismissal" is received, the supervisor should charge leave or AWOL (absence without leave), as appropriate, for the remainder of the workday.
- When an employee is scheduled to return from leave after the announcement of an "adjusted work dismissal" policy but before his or her authorized departure time, the supervisor should charge leave for the period during which the employee is on approved leave and grant excused absence for the period following the employee's authorized departure time even if the employee is scheduled to take leave later in the day.
- When an employee is absent on previously approved annual leave, sick leave, or leave without pay (LWOP) for the entire workday, the agency should continue to charge the employee leave for the entire workday.
- Normally, when an employee is scheduled to report for work before his or her authorized dismissal time, but fails to do so, the supervisor should charge annual leave, sick leave, or LWOP, as appropriate, for the entire workday. Exceptions to this policy should be made only in unusual circumstances, and in consultation with the Human Resources Specialist assigned to the Code.
- A supervisor may grant excused absence to employees who are scheduled to report for work after an "adjusted work dismissal" policy is officially announced. An excused absence is appropriate for the remainder of the workday even if an employee is scheduled to take leave later in the day.

Any questions regarding the above information should be directed to your Code's Human Resources Specialist, Code O.

**NOTE:** Dismissal for other types of emergency situations, such as security difficulties, utility problems, and so forth, will be decided by the Acting Director for Headquarters Operations, and disseminated to your office by the Headquarters Human Resources Management Division, Code

## **TIME AND ATTENDANCE**

---

### **PURPOSE**

This guide provides uniform guidelines and procedures for the preparation and maintenance of NASA Headquarters (NHQ) Form 61, **TIME AND ATTENDANCE** Report (T&A), the official record used for reporting the number of hours worked and leave hours charged by all NASA Headquarters employees. These procedures are in conformance with agencywide policies established by the NASA Human Resources and Education Office, Code F; Headquarters Operations, Code C; and requirements as defined by the NASA Personnel/Payroll System.

### **RESPONSIBILITY**

#### **Timekeeper/Employee**

Each employee is required to maintain a T&A on a daily basis. This form is to be completed in its entirety and verified by the employee. Team leaders or supervisors have been designated to certify their employees and submit the Payroll records to the Payroll Office no later than 9 a.m. the second Friday of the pay period unless otherwise stated. Overtime to be worked on the second Friday and/or Saturday of the pay period as well as unanticipated leave must be reflected on an amended T&A.

Supervisors are accountable for, and timekeepers must be aware of, the work time absence of employees for whom they are responsible. Contract employees are not eligible to maintain or certify T&A's. Part time employees should not maintain or certify T&A's because, due to the nature of their employment, they are not in a duty status during the entire administrative workweek and therefore cannot verify a full time employee's attendance or absence on a daily basis.



## **Payroll Office**

The Payroll Office is responsible for receipt and audit of T&A's and maintenance of these records. They provide the technical supervision of such reporting to ensure compliance with current regulations.

## **AMENDMENTS TO TIME AND ATTENDANCE REPORTS**

Submitting an "amended" T&A will accomplish adjustments or corrections to be made after submission of the T&A's to the Payroll Office. The amended T&A should reflect all data as it should have been reported originally, must be marked "amended" in the remarks section of the T&A, and must be certified by the appropriate certifying official. All amended T&A's should be forwarded to the Payroll Office as soon as the adjustment or correction is necessary, and not held for delivery with current pay period T&A's.

## **FAQ's on Travel to Foreign Countries**

### **What office has responsibility for foreign travel policy at NASA Headquarters?**

The Assessments and Technology Division in the Office of External Relations, has agency-wide responsibility for foreign travel policy and the review and coordination on all foreign travel by NASA personnel (see NPD 9710.1).

### **What forms should be completed for foreign travel?**

The forms that need to be submitted are dependent upon the nature of the travel. The NASA Form 386, "Overseas Travel Order", must be prepared and submitted to the Assessments and Technology Division, Office of External Relations, NASA Headquarters for all foreign travel. Requests should be submitted 4 weeks prior to the beginning of travel to provide sufficient time for review of the request and for obtaining a "country clearance" through the Department of State. All foreign travel of NASA personnel, regardless of purpose, requires that NASA

obtain a “country clearance” through the Department of State. Travel packages that involve presentation of papers at conferences, etc. must also include a completed NASA Form 1676 (or Center equivalent). Travel for “non-program” purposes require the completion and submission of a NASA Form 1167. In addition to the required forms, other relevant background information must also be submitted: copy of invitation(s) from foreign organization(s), information on Conferences including Conference programs, copy of legal review of any reimbursable travel, etc.

### **What is “non-program” foreign travel?**

Non-program foreign travel includes travel for the purpose of attending conferences, foreign training, attendance at NATO sponsored activities, all “reimbursable” travel (including reimbursement “in-kind”), etc. “Program” travel is generally defined as travel in support of an existing international agreement. In instances where a particular trip mixes “program” and “non-program” purposes, the procedures for “non-program” travel are to be followed; i.e., a NASA Form 1167 is required for the entire trip.

### **Who can I talk to if I have questions about Foreign Travel?**

The Assessments and Technology Division, Office of External Relations at NASA Headquarters, and/or your Center’s Travel Coordinator, are available to answer your questions. There are a number of excellent websites with information related to travel outside the United States. See any of the following:

U.S. Customs Traveler Information - <http://www.customs.gov/travel/travel.htm>

Bureau of Consular Affairs, Dept of State - <http://travel.state.gov/>

Overseas Travel Information -

[http://www.state.gov/www/about\\_state/business/business\\_travel.html](http://www.state.gov/www/about_state/business/business_travel.html)

Overseas Security Advisory Council - <http://www.ds-osac.org/>

Traveling Abroad - [http://travel.state.gov/travel\\_pubs.html](http://travel.state.gov/travel_pubs.html)

U.S. Passport Information - [http://travel.state.gov/passport\\_services.html](http://travel.state.gov/passport_services.html)

U.S. Embassies - <http://travel.state.gov/links.html>

U.S. State Department Country Desk Officers -

[http://www.state.gov/www/about\\_state/desk\\_officers.html](http://www.state.gov/www/about_state/desk_officers.html)

Health Information for U.S. Citizens Traveling Abroad (CDC) -

<http://www.cdc.gov/travel/index.htm>

Foreign Counselor Offices in the United States -

[http://www.state.gov/www/travel/consular\\_offices/fco\\_index.html](http://www.state.gov/www/travel/consular_offices/fco_index.html)

CIA world fact book - <http://www.odci.gov/cia/publications/factbook/index.html>

Russia Travel Information - <http://www4.jsc.nasa.gov/org/ja/russia/russia.htm>

### **Are there any special requirements I should be aware of?**

Yes. If your travel will involve support from a U.S. Embassy or Consulate, discussions with senior representatives of foreign governmental organizations, discussions intended to lead to international cooperation, shipment of or hand-carrying of equipment, you should contact the Assessments and Technology

Division, Office of External Relations at NASA Headquarters well in advance of the travel. Also, if the travel is to a country of concern additional time may be necessary for the Headquarters review process. If the travel is for activities that may require an international agreement which does not already exist, the travel may be denied or postponed pending the review of the proposed activity and, if deemed appropriate, the negotiation and execution of an international agreement.

**When should I notify the Assessments and Technology Division of my intended travel?**

Notification should normally be made at least four weeks in advance of the planned departure date. There will be a presumption of denial for any foreign travel request received three weeks or less before a planned departure, and approvals in such cases will be dependent upon the justification and made on a case-by-case basis. Justifications for travel received three weeks or less is mandatory and must be signed by the orders approving official.

**What happens if there is a denial for my intended travel?**

It is the responsibility of the Assessments and Technology Division, Office of External Relations at NASA Headquarters to advise the Center's Travel Coordinator of any denied travel request. In such instances, the reason for denial will be provided and the trip will either be cancelled or rescheduled for a later time, depending upon the circumstances. All rescheduled travel will require revised travel requests.

**How long will it take for me to find out if my foreign travel is approved?**

The Assessments and Technology Division, Office of External Relations at NASA Headquarters will notify the Center's Travel Coordinator or the traveler of approval or disapproval as soon as practicable, prior to the planned departure date. In most instances, the date of the Department of State "country clearance" is the final approval.

**What do I do if I am invited to speak, make an appearance, or present a paper while I am traveling abroad on leave?**

Any time you are representing NASA, or conveying information obtained from or related to your NASA position, you are acting in an official NASA capacity and you are required to obtain approval from the Official-in-Charge of the cognizant Headquarters Office or the Director of the cognizant Field Installation, as appropriate, as far in advance as possible. The cognizant official's office will then request approval of the Assessments and Technology Division, Office of External Relations at NASA Headquarters. If time permits, the cognizant official will request approval using the NASA Form 1167. Approval to accept such invitations shall be communicated to the employee, after review by the Assessments and Technology Division, via the cognizant official. Employees authorized to accept and do attend will be considered on duty status during such time. Such approval will be confirmed by preparation of NASA Form 386.

**What is foreign training?**

Foreign training is instruction, education, or a structured development experience provided by foreign institutions or facilities located outside the United States and its possessions. The Assessments and Technology Division, Office of External Relations must review all foreign training at NASA Headquarters pursuant to NPD 3410.2.

### **How do I request foreign training?**

Those seeking approval of foreign training for NASA employees must first establish the availability of NASA funds for both the foreign training as well as the travel. Once funding is established requests are submitted to the Director, Personnel Programs Division, 6 months prior to the proposed date of departure. A NASA Form 1167 should be prepared for submittal. All foreign training, regardless of how they are funded, must be approved and forwarded to External Relations Office. Information to be included on NASA Form 1167, with necessary attachments:

1. Name of traveler;
2. Names and address of the foreign training facility;
3. Location and dates of proposed training;
4. Detailed description of proposed training and whether it is pre- or post-doctoral research. Attach correspondence, training brochures, programs, etc.;
5. Purpose of training;
6. Total cost analysis, including proposed financial (in cash or in kind) arrangement from both NASA and non-NASA sources. (Law and regulation allow the payment of tuition, books, and related fees, per diem and travel expenses, as well as salary continuation.)
7. Itinerary of all official and personal travel, giving dates of departure and return;
8. Specific justification including: the extent and nature of the efforts that were made to determine the availability of equivalent domestic training; the cost advantage and/or other reasons to justify the request for foreign training, if comparable domestic training is available; and the benefits that will accrue to the agency and the attendee.

### **What is reimbursable travel?**

Reimbursable travel, is travel for which a foreign entity provides all or a portion of the funding for travel expenses, either directly to the Agency or in-kind to the employee. NASA employees may not accept direct payment of expenses from foreign entities.

### **Are there any special requirements for reimbursable travel?**

All travel involving full or partial reimbursement from a non-NASA source must be reviewed and approved in writing by the Office of Chief Counsel at your Center or the Office of General Counsel at Headquarters. Responses to travel invitations from foreign entities that involve reimbursement must be coordinated with the Assessments and Technology Division, Office of External Relations at

NASA Headquarters. Responses that are not coordinated can cause later embarrassment to the Agency if the travel is ultimately denied.

**What are the requirements for late travel requests?**

If your travel request will be received at NASA Headquarters three weeks or less prior to the planned departure date, a justification is required from the orders approving official. Late travel requests will normally be denied, subject to review of the justification, and NASA's ability to obtain a country clearance from the Department of State.

**What is required when I return from travel?**

Reports or summaries of your activities on foreign travel may be required. The Assessments and Technology Division, Office of External Relations will advise of a trip report requirement on the NASA Form 1167 for non-program travel, and will communicate trip report requirements for program travel to the Center Travel Coordinator, or if a HQ's employee, to the employee's office or the employee directly. There may also be a request for a debriefing by Agency security officials. Such requests will be communicated to the employee from security officials at Headquarters or the Center.

**What if I am planning to take leave or take my spouse in conjunction with my foreign travel?**

If you plan to take leave and/or if you plan to take your spouse or children on the trip, and you are making personal reservations for the leave portion of the travel or for family member travel, keep in mind that your official travel is not approved until HQs has reviewed and approved the trip, and the Department of State has granted country clearance. If you make personal travel arrangements for yourself or for family members that are non-refundable, such arrangements are at your own risk.

## **NASA TRAVEL TIPS**

Call CI Travel to make airline, hotel, and rental car reservations at 358-4357 or provide your secretary with your request.

Understand that CI Travel can only book reservations that comply with Federal Travel Regulations. <http://policyworks.gov/travel>

### **Airfare/Airline Reservations**

Request contract city-pair carriers as your first choice when making airline reservations. The Contract City-Pair Program offers up to 70% in airfare savings for government travelers on official travel.

Visit the GSA web site to view contract city-pair flights and costs. FY01 and FY02 flights can be found <http://www.fedtravel.com/gsa/Default.asp>

Expect CI Travel agents to provide passport and visa advice/requirements when you make foreign travel reservations.

Call CI Travel and cancel your reservations once it is determined that you will not travel.

It is not necessary to stand in long lines at the airport to change your ticket if your flight has been cancelled. Call the CI Travel toll free number for faster services at 1-800-287-9027.

Call the CI Travel emergency after hours service for routine travel services.

## **Travel Itineraries**

Review your itinerary as soon as you receive it. The itinerary represents your agents understanding of your request. Errors should be corrected immediately.

Take your itinerary with you when you travel. It contains important information you may need.

## **Lodging/PerDiem**

You will receive a lodging cancellation number when you cancel lodging reservations. You may need the cancellation number to resolve a no-show charge.

Remember hotels only set aside a certain number of rooms for Federal government lodging at the per diem rate. Once that capacity is met, lodging facilities may not be willing to offer additional rooms at the per diem rate, even though they have vacancies.

Ask the agent to search and quote the Federal Government per diem rate, not a “government” rate. Many lodging facilities offer local and state government rates that may be higher than the Federal government per diem rate. Be specific.

Remember new per diem rates become effective October 1 of each year:  
<http://policyworks.gov/perdiem>

Tell your agent if prior hotel or travel arrangements have been made for the same trip.

Do not commit to a hotel reservation above your authorized per diem, unless you have actual expenses approved prior to your trip.

## **CAR RENTALS**

Remember many car vendors maintain their rental fleet off-airport, requiring travelers to take a shuttle bus to pick-up cars. Allow time in your travel schedule accordingly.

Have your itinerary available to present your reservation confirmation number if required.

Notify your CI Travel agent if you sign up for car rental “memberships” to speed up your reservation and rental pickups. Be prepared to provide CI Travel with your membership number(s). The information will be added to your personal profile.

Check your final bill thoroughly before leaving the car rental vendor. Bring all discrepancies to the attention of the rental manager before you leave the rental facility.

## **Unused Tickets/Refunds**

Report unused or partially used electronic tickets to your on-site CI Travel personnel immediately.

**Remember paper tickets have monetary value so guard them carefully. If lost, the refund window can be as long as 90 days. Some airlines charge a lost paper ticket fee of \$70- \$100.**

Return unused airline paper tickets to your on-site CI Travel personnel ASAP. The refund process cannot begin until CI Travel receives the paper ticket.

Do not mail unused paper tickets to CI Travel, instead hand carry them to your on-site CI Travel representative.

## **Personal Profile Updates**

Go on-line to the CI Travel website and update your personnel profile at least once a year, or as often as there are changes to your personal data:  
[www.citravel.com/nasa](http://www.citravel.com/nasa)

## **Government Travel Cards**

File your travel claim within 5 days after you complete your trip or every 30 days if you are on continuous travel.

Alert CI Travel agents when you are issued a new travel card, or when your travel card is renewed to ensure your profile includes the correct expiration date. The expiration date is used as a security feature by the bankcard vendor and must be accurate.

Remember to activate new bankcards as soon as you receive them.

Remember that misuse of the travel card could result in disciplinary action.

Do not charge personal travel on your government credit card.

## **Passports**

Contact: Headquarters Facilities Management and Security Branch, Code o, Room 1C74,  
(202) 358-1216

Employees who are required a passport for foreign work related travel must submit a completed DSP-11, "Application for Passport Registration" form, along with two recent (within the last 6 months) passport-sized photographs (2" X 2") and an original copy of the traveler's birth certificate (with an embossed certification) or an old passport. It normally takes 4 weeks for the State Department to process these requests, therefore, all applications for the passport should be submitted at least 5 weeks prior to the expected travel date.



Employees wishing to renew a passport issued within the last 12 years, must complete a DSP Form 82 and submit it along with two photographs and the old signed passport to the office below. Passports older than 12 years must follow the new passport procedures.

## **Emergency Evacuation Instructions**

- Verify alarm by looking for flashing strobes: **DO NOT CALL SECURITY**
- Stop work, telephone calls, conferences, and meetings.
- Secure sensitive materials.
- Turn off equipment, if possible.
- Secure or take all personal belongings.
- Close **BUT DO NOT LOCK** all internal doors.
- Follow the floor monitor directions.
- Proceed in a calm, orderly manner to the nearest stairwell exit
- Enter the stairwell, move to the right on the stairs, proceed down/up the stairs, and exit the building from the **GROUND LEVEL. ALL STAIRWELLS LEAD TO THE GROUND FLOOR.**
- Locate and report to your supervisor, remain with co-workers, walk up 3<sup>rd</sup> or 4<sup>th</sup> street, at a distance of at least 150 feet from the building.
- Comply with the directions given by emergency and / or command center personnel and return to the workplace only when the “All Clear” signal is given.

## **Performance Management and Appraisal**

The purpose of performance management is to ensure that performance appraisals of employees are used as a tool for executing basic management and supervisory responsibilities by:

- Communicating and clarifying the organizational goals and objectives;
- Identifying individual accountability for the accomplishment of organization goals and objectives;
- Evaluating and improving individual and organizational accomplishments;

- Using the results of the performance appraisal for determining performance awards, training, promoting, reassigning, and adverse action to employees such as reduction in grade or removal.

Performance Plan – the aggregation of all of the employee’s written critical elements and performance standards.

Performance Standard – a written statement established by management, which describes the expressed measure of performance that “Meets” level for each critical element of a position.

Performance Review (mid-term review) – reviews of the employee’s progress toward achieving the performance standards or changing the performance standard if necessary. It is not considered a rating of record or summary rating.

Appraisal – the process of reviewing and evaluating the performance of an employee against the described performance standards.

Rating of Record – the summary rating given at the end of the appraisal cycle.

Appraisal disagreements – an employee who disagrees with his or her rating of record may request reconsideration by the rating or reviewing official. A reconsideration request must be made no later than 15 days after the employee is given a copy of the completed rating of record.

Performance Awards – the purpose of performance awards is to motivate employees by recognizing and rewarding those who attain high levels of performance. In addition to the regular performance award that may be given to employees, and employee may also be given a quality step increase (QSI).

NOTE: An award is not an entitlement; management does not have to nominate or grant an award based on performance.

Within-Grade Increase (WIG) – will be granted only to an employee who is performing at an acceptable level of competence. Failure to attain or maintain this acceptable level of competence warrants denial of a WIG.

Performance-Based Action – when an employee has be assessed as “Fails to Meet Expectations”, the employee is given an opportunity period within which to improve his or her performance. If improvement does not occur, management will initiate one of three actions; reassignment, demotion, or removal.

## **Awards**

The purpose of the NASA awards program is to recognize those employees who have distinguished themselves by making outstanding contributions to the Agency's missions. Recognition should be extended to deserving candidates from NASA's total workforce. Incumbents of all occupational groups and grade levels are eligible in accordance with the award criteria. The Associate Administrator for OAT must approve all awards recognizing Enterprise employees.

**NASA Honors Awards Program(Agency)**

Office of Human Resources announces an annual call for nominations. A panel of Associate Administrators review and rate the nominations. Awards ceremony held in the following year.

**NASA Honor Awards Program (Headquarters)**

Office of Institutional and Corporate Management announces call for nominations. A panel comprised of representatives within this organization review and rate the nominations. Awards ceremony held in the following year.

**NASA External Awards Program**

Office of Human Resources announces quarterly call for nominations. Sponsoring organizations provide specific criteria for each award.

**NASA Headquarters Secretarial and Clerical Awards Program**

Office of Institutional and Corporate Management announces call for nominations. A panel comprised of representatives within this organization review and rate the nominations. Luncheon and awards ceremony held in April.

**Space Flight Awareness Program**

Office of Space Flight maintains this program and announces calls for nominations three times each year, based on Shuttle flight schedule. A panel consisting of various Enterprise and Functional Office representatives review and rate the nominations. Employees are recognized for their contributions via attendance at a Shuttle Launch.

**FAST Award**

Program is maintained by each Enterprise or Functional Office. Maximum amount of the award is \$250 and the purpose of the award is to quickly recognize the "one time" non recurring contributions of an employee.

**Special Act Award**

This award recognizes exceptional non-recurring act or service performed (outside of current position description/plan). Division Directions provide written justification for the award and the Associate Administrator approves.

**Time Off Award**

This award recognizes a variety of employee contributions that are primarily of a one time nature. The Time Off award provides for an excused absence guaranteed to an employee without charge to leave or loss of basic pay. A full time employee may be granted up to 80 hours of time off under this program during a leave year.

**Performance Award**

On an annual basis, in conjunction with the performance appraisal process, NASA recognizes the accomplishments of its employees through lump-sum cash awards and increases to base pay. Each division is allocated a sum of money to disperse as awards to employees of that division.

**CODE R Contacts**

Contact for all credit card procurements  
Contact for all ADP purchases  
Telephone hookups

**Joan Brooks / HQ Operations**

Supplies  
Travel Orders/Travel Reimbursements

**Division / Secretary**

Training  
Position Descriptions Development  
Security Clearances  
Award Processing  
Cell phones and pagers  
Office Move Coordinator  
File Cabinets, Adv. Sick Leave Requests

**Dolores McClung / HQ Personnel**

HATS –Action Tracking Coordinator

**Humphrey Crockett**

GAO/IG Issues  
Mgmt Handbook /ISO  
Human Resources Policy Issues

**Sue Humphrey / Mgmt Systems**

Congressional Issues

**Ralph Beatty / Cong. Liaison**

Center Institutional Funding Issues

**Joseph Watson**

Program Evaluation

**Herb Schlickemaier**

